ISO 9000:2026-05 (E)

Quality management - Fundamentals and vocabulary

Contents

Page

Foreword ..... **v**

Introduction ..... **vi**

1 Scope **1**

2 Normative references **1**

3 Terms and definitions **1**

3.1 Terms related to organization 1
3.2 Terms related to management 3
3.3 Terms related to process 5
3.4 Terms related to system 7
3.5 Terms related to requirement 9
3.6 Terms related to action 10
3.7 Terms related to result 12
3.8 Terms related to data, information and documents 15
3.9 Terms related to customer 17
3.10 Terms related to characteristic 19
3.11 Terms related to determination 20
3.12 Terms related to audit 22

4 Fundamentals of quality management **24**

4.1 General 24
4.2 Quality management principles 25
4.2.1 General 25
4.2.2 Customer focus 25
4.2.3 Leadership 26
4.2.4 Engagement of people 26
4.2.5 Process approach 27
4.2.6 Improvement 28
4.2.7 Evidence-based decision-making 29
4.2.8 Relationship management 29
4.3 Fundamental quality management concepts 30
4.3.1 Quality 30
4.3.2 Quality management 30
4.3.3 Quality management system (QMS) 31
4.3.4 Quality assurance 31
4.3.5 Quality control 31
4.3.6 Quality planning 32
4.3.7 Process management 32
4.3.8 Risk-based thinking 32
4.3.9 Organizational quality culture 32
4.3.10 Continual improvement 33
4.4 Additional concepts relevant to quality management 33
4.4.1 Context of an organization 33
4.4.2 Interested parties 33
4.4.3 Integrated management system 33
4.4.4 Circular economy 34
4.4.5 Emerging technologies 34
4.4.6 Innovation 34
4.4.7 Change management 35
4.4.8 Customer experience 35
4.4.9 Knowledge management 35

4.4.10 Information management 36
4.4.11 People aspects 36
4.4.12 Business continuity 36
4.5 Developing a QMS using fundamental concepts and principles 37
4.5.1 Attributes of a QMS 37
4.5.2 Development of a QMS 37
4.5.3 QMS standards, other management system standards and organizational excellence models 38
Annex A (informative) **Concept relationships and their graphical representation** **39**
Bibliography **53**
Index **54**